



Departmental Quarterly Performance Report

Department Name: General Services Administration

Reporting Period:

2005

Third Quarter

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MAJOR PERFORMANCE INITIATIVES

<p>Goal ES1: Enable County departments and their service partners to deliver quality customer service</p> <p>Outcome ES1-4: Satisfied customers</p> <p>Performance Measure: % of customers stating they are satisfied with service in our parking facilities</p> <p>Target Levels: FY03-04 Actual = 90% FY04-05 = 90% FY05-06 = 93%</p> <p>Status:</p> <ul style="list-style-type: none"> 92% satisfied with parking services <hr/> <p>Performance Measure: % of claimants satisfied with liability claims services</p> <p>Target Levels: FY06 = 70%</p> <p>Status:</p> <ul style="list-style-type: none"> A survey document has been developed and is expected to be implemented July 2005. Telephonic surveys are currently being conducted. Results are targeted for FY05-06. <hr/> <p>Performance Measure: % of employees and retirees satisfied with the services received from the Benefits Administration Unit.</p> <p>Target Levels: FY03-04 = 94% FY04-05=90%</p> <p>Status:</p> <ul style="list-style-type: none"> Retirees - 100% Employees - 100% This measure will be continued in order to measure customer satisfaction after the implementation of web enrollment. <hr/> <p>Performance Measure: Reduce turnaround time to user for processing contract payment requests.</p> <p>Target Levels: FY03-04 =Approve in 3 days FY04-05= Approve in 2 days</p> <p>Status:</p> <ul style="list-style-type: none"> 639 (100%) – Approved in 1 day 	<p><input checked="" type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>Goal ES2: Enhance community access to reliable information regarding services and County government issues.</p> <p>Outcome ES2-2: Responsive communications services (printing) for other county departments</p> <p>Performance Measure: Reduce turn-around time for medium sized jobs in the County Copy Center</p> <p>Target Levels: FY03-04 = 2.47 days FY04-05= 2.00 days</p> <p>Status:</p>	<p><input checked="" type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>

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<ul style="list-style-type: none"> During the third quarter of this fiscal year the Copy Center received 156 medium sized jobs with a mean average turn-around-time of 2.15. <hr/> <p>Outcome ES2-1: Easily accessible information regarding County services and programs</p> <p>Performance Measure: Percentage increase in color digital output</p> <p>Target Levels: FY03-04 = 12,000 FY04-05= 13,200</p> <p>Status:</p> <ul style="list-style-type: none"> During the third quarter of FY 04-05, there was a two hundred and seventeen percent increase of color digital output. During the three-month period from April 1, 2005 to June 30, 2005, the Copy Center produced 9,519 impressions which are up from an annualized rate of 3,000 per quarter from the prior fiscal year. 	
<p>Goal ES3: – Ensure the timely acquisition of “best value” goods and services while maintaining integrity and inclusion</p> <p>Outcome ES-3-1: Streamlined and responsive procurement process</p> <p>Performance Measure: % decrease in units of sale</p> <p>Target Levels: FY03-04 = 252,600 units of sale FY04-05=decrease units by 5%</p> <p>Status:</p> <ul style="list-style-type: none"> During the third quarter of this fiscal year, inventory was 211,979 units of sale, which represents a 16% decrease from the same period during FY 03-04. 	<p><input checked="" type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>Goal ES4: – Capitalize on technology to improve service, increase efficiency and provide greater information access and exchange</p> <p>Outcome ES-4-3: Responsive service deployment and resolution of technology problems</p> <p>Performance Measure: 80% of routine IT problems resolved in 24 hours</p> <p>Target Levels: FY03-04 Actual= 55 % FY04-05 = 70% FY05-06 = 75%</p> <p>Status:</p> <ul style="list-style-type: none"> Approximately 75 % problems are resolved in 24 hours. The use of remote access to resolve user problems has been a major benefit in this area. <hr/> <p>Outcome ES-4-6: County processes improved through information technology</p> <p>Performance Measure: % of users satisfied with electronic/technology access to services and information</p> <p>Target Levels: FY05-06 = 50%</p> <p>Status:</p> <ul style="list-style-type: none"> We continue to work with the Enterprise Technology Service Department to finalize development of the web enrollment prototype. ETSD is in the process of working out security issues and creating the dependent screens. We will be meeting within the next two weeks to review and actively plan the next steps in the project, such as County-wide testing and communications. 	<p><input checked="" type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>Goal ES5: – Attract, develop and retain an effective, diverse and dedicated team of employees</p>	

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<p>Outcome ES-5-2: Retention of Excellent Employees</p> <p>Performance Measure: % of reduction in employee turnover rate</p> <p>Target Levels: FY04-05 = 5 % FY05-06 = 4.85%</p> <p>Status:</p> <ul style="list-style-type: none"> • Distributing TOs to divisions within 7 to10 days of receipt from ERD. • Job applicants are notified of status within 29 days after receipt of list from ERD. • Informing divisions within 2 to 4 days of recruitment status. • Draft employee satisfaction survey completed; gathering input from division directors. 	
<p>Goal ES6: – Plan, Construct and maintain well-designed County facilities in time to meet the needs of Miami-Dade County</p> <p>Outcome ES-6-1: Safe, convenient and accessible facilities planned and built ready to meet needs</p> <p>Performance Measure: Maintain the rates of new County leases at or below the rates of comparable buildings in the local real estate market</p> <p>Target Levels: FY04-05=Establish Baseline</p> <p>Status:</p> <ul style="list-style-type: none"> • Seven new leases went into effect during this quarter. Rates for all seven leases were below the rates of comparable buildings in the local real estate market. The estimated total annual savings is \$136,599.08. <p>-----</p> <p>Performance Measure: Maintain per square foot operating expense for GSA-managed buildings at or below rates of comparable buildings in private sector</p> <p>Target Levels: FY03-04=In line with private sector per OSBM Rent Study FY04-05=maintain</p> <p>Status:</p> <ul style="list-style-type: none"> • Staff along with OSBM created a model to assist in ensuring prices is consistent with the private sector. Results of the study indicated that operating expenses are at or below that of the private sector. Projected expenses for FY 04-05 maintain the rates per findings in the study. <p>-----</p> <p>Performance Measure: Reduce time required to complete estimates</p> <p>Target Levels: FY03-04 = 25 Days FY04-05=20 Days</p> <p>Status:</p> <ul style="list-style-type: none"> • Staff continued working on ninety-four requests for new estimates for this quarter. Fifty- six estimates were completed and forty- seven estimates were completed and sent to the user departments for their approval within 20 days. Nine of the estimates were late due to pending agency approval of the proposed changed scope of work. <p>-----</p> <p>Performance Measure: Increase the availability of professional, educational and technical training opportunities</p> <p>Target Levels: FY04-05= 75% (250 hours)</p>	<p><u> x </u> <i>Strategic Plan</i></p> <p><u> x </u> <i>Business Plan</i></p> <p><u> </u> <i>Budgeted Priorities</i></p> <p><u> </u> <i>Customer Service</i></p> <p><u> </u> <i>Workforce Dev.</i></p> <p><u> </u> <i>ECC Project</i></p> <p><u> </u> <i>Audit Response</i></p> <p><u> </u> <i>Other</i> _____</p> <p style="text-align: center;">(Describe)</p>

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Status:

- All levels of Division staff attended numerous County sponsored and outside professional training this quarter as listed in the Training section on page 8 of this submission. In total, staff recorded 747 hours of in-house training.

Performance Measure: Percentage of in-house Construction projects or phases completed on time in accordance with original schedule

Target Levels: FY03-04 = 75% FY04-05= 80%

Status:

- There were 59 projects (or elements of projects) completed on time and within budget out of 65 reported for this quarter. Four were late due to staff workload, one is pending agency approval of scope of work and the remaining one was due to change orders outside the original scope of work (the Library requested some additional work, installation of heaters, which extended the project completion date).

Outcome ES-6-4: Well-maintained facilities

Performance Measure: % of milestones met

Target Levels: FY03-04 = 50% FY04-05=60%

Status:

- Negotiated and signed a landscape service agreement with Department of Corrections & Rehabilitation to maintain parking facilities.
- Bids for contract to repair guide wires and tire-stops in Hickman garage received and being reviewed; looking at other maintenance items in that facility.

Goal ES7: – Provide quality, sufficient and well maintained County vehicles to County Departments

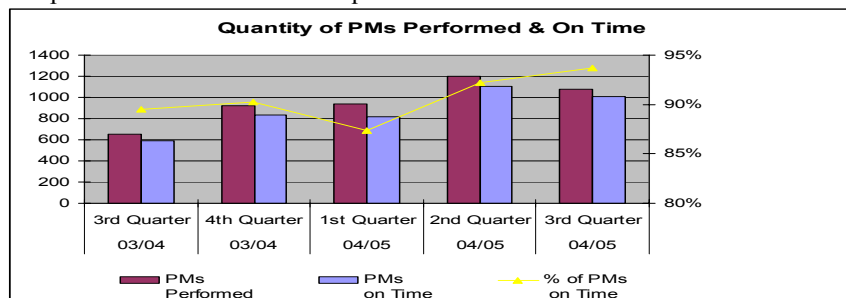
Outcome ES-7-1: Safe and reliable vehicles ready to meet needs

Performance Measure: % of the preventive maintenance of Solid Waste collection and disposal equipment performed within the predetermined interval

Target Levels: FY03-04=88% FY04-05=90%

Status:

- 94% of all the SWM heavy equipment PMs were performed on time or within the predetermined interval this quarter.



☒ Strategic Plan
☒ Business Plan
☐ Budgeted Priorities
☐ Customer Service
☐ Workforce Dev.
☐ ECC Project
☐ Audit Response
☐ Other _____
 (Describe)

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Performance Measure: Increase customer satisfaction with County fueling operations by reducing the time required to obtain fuel

Target Levels: FY03-04=14 fuel sites converted to cardless (VIT) technology
FY04-05=convert 9 fuel sites to a cardless (VIT) technology

Status:

- The cardless VIT system has been installed at 1 additional County fuel site this quarter, for a total of 18 cardless fueling sites completed to-date.
- 845 new County vehicles have been equipped with VIT transceivers.
- Of the total completed 18 completed, 14 were completed in 03-04 and an additional 5 have been installed in 04-05, which leaves 4 to be completed in the last quarter of 04-05. The installation of the cardless fueling system has slowed in the past two quarters because we have focused our efforts in adding the technology to actual vehicles. The targeted levels for FY04-05 will be met is not surpassed by the end of the 4th quarter.

Performance Measure: Reduce the percentage of PMs for light equipment that are overdue (excluding police patrols)

Target Levels: FY03-04 = 96% of light equipment FY04-05 = 98% of light equipment

Status:

- 98.2% of the PMs performed were within the predetermined mileage interval.
- The percentage of light vehicles excluding police patrols that were past due for PM service averaged 1.8%.
- Facility Supervisors request to have fuel cards shut off on certain vehicles when their PMs are overdue.

Outcome ES-7-2: Worker-friendly and functional vehicles

Outcome ES7-3: Cost-effective vehicles

Performance Measure: # of environmentally friendly vehicles in the fleet

Target Levels: FY03-04 = 206 total hybrid vehicles FY04-05= 281 total hybrid vehicles

Status:

- The purchase of 75 model year 2005 Toyota Prius hybrids are in the process of being received.

Goal ES8: – Ensure the financial viability of the County through sound financial management practices

Outcome ES8-1: Sound asset management and financial investment strategies

Performance Measure: Increase the recovery percentage (%) relevant to the viable recovery opportunities

Target Levels: FY03-04 = \$1,400,035 (48% of viable recoveries)
FY04-05= 50% of viable recoveries

Status:

- \$386, 527 Recoveries, 78% of viable recoveries.

Performance Measure: % of invoices paid within 30 days of receipt

☒ *Strategic Plan*
☒ *Business Plan*
☐ *Budgeted Priorities*
☐ *Customer Service*
☐ *ECC Project*
☐ *Workforce Dev.*
☐ *Audit Response*
☐ *Other* _____
(Describe)

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<p>Target Levels: FY03-04 Actual= 75% FY04-05= 80% FY05-06 = 85%</p> <p>Status:</p> <ul style="list-style-type: none"> Current turnaround time is 17.65 days. Revising Accounts Payable procedures to further reduce processing turnaround time. 	
<p><u>Return to Work:</u> Implementation of Return to Work Program</p> <p>Expanse of the return to work programs and fine tuning practices and procedures continued. A draft of the programs/position policies and procedures was prepared, along with a detailed job description of the Disability Management Specialist position. The average caseload of claimants being provided reemployment assessments and/or services remained at approximately 40. Participation in the monthly Disability Panel Review meetings continued as did attendance and participation in Jackson Memorial Hospital's Reasonable Accommodation Committee as needed. Evaluation of supplemental providers and monitoring of the vendors who have been provided referrals continued, as did networking with DPRs, supervisors, and other relevant personnel to assist with locating position openings, coordinating job analyses, and related issues. Several new referrals were received and processed, with the majority receiving reemployment services in efforts to assist with returning to gainful employment. If we are unable to locate suitable employment (within restrictions) at a County job, we work with the employee to pursue outside opportunities. This includes helping the employee develop a resume, attending job fairs with the injured worker, etc. Additionally, we may help the employee identify classes he/she can take to improve skills and perhaps qualify for another County position. Approximately 30 cases were closed during the quarter due to job analysis completion, return to work, or other resolution. About one third of these involved return to work.</p>	<p> <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>
<p><u>Contaminated Oil Filtration System:</u> Install specialized oil filtration technology on heavy equipment to reduce the frequency and cost of oil changes.</p> <p>There were 52 new SWM trucks received with the Puradyn system during this quarter and there were no retrofits done to older units in the fleet. Currently, the departmental breakdown of the trucks retrofitted at our shops with the Puradyn system is: 75 Fire Department, 577 Solid Waste, and 10 MDT. GSA will continue installations based on the type, age, and use of the equipment.</p> <p>The Puradyn system is working as stated by the manufacturer. We have incorporated it on all heavy equipment specifications for current and future County equipment purchases.</p>	<p> <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>
<p><u>Energy Performance Contracting:</u> Implementation of Energy and Water Saving Measures for County Facilities</p> <ul style="list-style-type: none"> Projects continue at three Miami International Airport facilities, the South District Wastewater Treatment Plant, the TGK Correctional facility, and five GSA – managed buildings. Additional projects have commenced at a Miami International Airport facility, and for facilities at the Civic Center. Energy audits and recommendations are being reviewed for two sewer treatment plants, and the Downtown Chilled Water Loop. Energy and water conservation audits are underway for Park and Recreation facilities, and several additional Miami International Airport facilities. 	<p> <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project <input type="checkbox"/> Audit Response <input type="checkbox"/> Other _____ (Describe) </p>
<p>Savings for the Quarter: \$1,075,000 FY 2004-05 Savings to date: \$2,150,000</p>	
<p><u>Divest of Surplus Lands:</u> Review the inventory of County-owned surplus lands and divest these properties where practicable.</p> <p>During this quarter the Real Estate Section closed on the conveyance of six (6) Infill Housing lots to various not-for-profit agencies and closed on the sale of six (6) surplus properties to the Army Corps of Engineer generating \$790,000.00 in revenue to the County.</p>	<p> <input type="checkbox"/> Strategic Plan <input type="checkbox"/> Business Plan <input type="checkbox"/> Budgeted Priorities <input type="checkbox"/> Customer Service <input type="checkbox"/> Workforce Dev. <input checked="" type="checkbox"/> ECC Project </p>

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	___ <i>Audit Response</i> ___ <i>Other</i> _____ <i>(Describe)</i>
<u>Marketing:</u> • Additional customers utilizing Materials Management for business services during the third quarter include Opa Locka, North Miami, Homestead, Sweetwater, Hialeah, Florida City, South Miami, Public Defender, State Attorney and Miami Lakes.	___ <i>Strategic Plan</i> ___ <i>Business Plan</i> ___ <i>Budgeted Priorities</i> <u> x </u> <i>Customer Service</i> ___ <i>Workforce Dev.</i> ___ <i>ECC Project</i> ___ <i>Audit Response</i> ___ <i>Other</i> _____ <i>(Describe)</i>
<ul style="list-style-type: none"> • Administration- <ul style="list-style-type: none"> ○ Supervisory Certification Program ○ Customer Service Training ○ FMLA Audio Conference ○ Arrest Log Tracking System Training ○ Criminal Background Training ○ Monthly Safety Talks ○ COGNOS Datamart Training ○ Datastream training ○ Management Performance Evaluation Training • CMRS – <ul style="list-style-type: none"> ○ CIIS Training ○ FAMIS/ADPICS Training ○ Employee New Hire Orientation ○ Continuing Education Classes – Architectural/Engineering Staff ○ License Renewal classes - HVAC Mechanics and Plumbers ○ Procurement Workshop ○ County Supervisory Certification Program ○ Finance Construction Payment Module training ○ Safety Talks ○ Access, Word, Excel, Outlook, PowerPoint, Visio, PhotoShop and Illustrator computer classes • Fleet Management – <ul style="list-style-type: none"> ○ Monthly safety talks ○ New Hire orientation ○ Procurement workshop ○ County Supervisory Certification courses ○ Several different technical training classes for light and heavy mechanics • FUMD – <ul style="list-style-type: none"> ○ County Supervisory Certification courses are currently being attended by staff. ○ Termite Biology ○ Selection Committee Professional Development Workshop (DPM) ○ Monthly Safety Talks ○ New Hire Orientation ○ Re-Certification: Elevator Safety: Qualified Elevator Inspector (Q.E.I) @ 8 hours of continuing education per year. ○ Power Generator Renewable Energy 2005 Conference ○ Maintenance Personnel staff attended In-Service Training in the areas of: <ul style="list-style-type: none"> • Weapons of Mass Destruction/Threat/Risk Assessment 7 attendees @ 24 hours (168 training hours) 	___ <i>Strategic Plan</i> ___ <i>Business Plan</i> ___ <i>Budgeted Priorities</i> ___ <i>Customer Service</i> <u> x </u> <i>Workforce Dev.</i> ___ <i>ECC Project</i> ___ <i>Audit Response</i> ___ <i>Other</i> _____ <i>(Describe)</i>

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- Weapons of Mass Destruction/ Employee Awareness –25 attendees @ 6 hours(150 training hours)
 - WMD for facilities 8 attendees @ 8 hours (64 training hours)
 - Confined Space Awareness- 29 attendees @ 1 (298 hours of training)
 - Workplace Emergencies-9 attendees @ 4 hours (36 training hours)
 - Gates Belt Training - in house workshop on the use of rubber v-belts used to operate electrical and mechanical equipment in buildings - 31 attendees (62 training hours)
- Materials –
 - All employees receive monthly safety briefing.
 - On going training of Graphic Designers
- Risk – Training received on the following topics:
 - Supervisory Certification Program
 - Printing on Laser Check Stock
 - Lamson Conveyor System
 - Ethics Training
 - Hazwoper Training – 8 hour basic Hazardous Materials Awareness level training class designed to train participants how to respond to hazardous materials emergencies. The class is provided by the South Florida Regional Planning Committee.
 - Claims Seminar
 - Safety Training
 - Master Property Insurance Program
 - Low Back Injury
 - Emergency Evacuation Planning
 - Excel 2002 (XP) Level 1
 - Insurance Fraud
 - Kendall Bone & Joint Restoration – Continuing Education
 - PowerPoint 2002(XP)

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
	703	786**	715	71	732	54	725	61		

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

** Budgeted positions 784; 4 overages - - 1 Senior Systems Analyst Programmer; 1 Console Security Specialist; 1 Building Management Assistant 1; 1 Construction Manager 2; Transferred to Team Metro – 311 Answer Center – 1 Data Entry Specialist, 1 Claims Representative 1

Notes:

B. Key Vacancies

Administration: 2 Systems Analyst/Programmer 2
1 Real Estate Officer

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Materials: 1-Mail Center Clerk PT

Risk: 2- Claims Representative 1
1-Workers' Compensation Claims Representative
1- Risk Management Insurance Representative
1- Risk Management Appraiser
1- Safety Specialist 1

CMRS: 1 – Senior Registered Architect
1 – Interior Designer
1 – Secretary
2 – Construction Manager 2

Fleet: 8 - Light Equipment Technician
3 - Heavy Equipment Technician
2 - Fleet Management Assistant Facility Supervisor
2 - Auto Parts Specialist 2
1 - Fleet Management Facility Supervisor
1 - Welder
1 - Systems Analyst/Programmer 2
1 – Data Entry Specialist 1

FUMD: 1 - Security Alarm Specialist
2 – Maintenance Mechanic
4- Real Estate Officers
1- Building Manager 1
1-Building Manager 2
1- Elevator Inspector
2- Console Security Specialist 1
1- Account Clerk

C. Turnover Issues

None

D. Skill/Hiring Issues

Risk: Specialized experience required in Workers' Compensation, and Liability. Pool of qualified applicants is often small. The hiring freeze has affected our ability to fill some critical vacancies, and has negatively impacted the overall productivity of the Division.

CMRS: Three new Construction Manager 3 employees started this quarter, Due to the small pool of unqualified applicants, the Landscape Architect 2 will be reclassified to an Architect 3 and the Refrigeration-

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AC Mechanic will be reclassified to an Engineer 2- Mechanical, due to work load requirements.

Fleet: The expeditious hiring of 15 operations positions: 8 Light Equipment Technicians and 3 Heavy Equipment Technicians, 1 Welder and 2 Auto Parts Specialist 2s, and a Data Entry Specialist 1 is critical in reducing vehicle repairs backlog, improving vehicle repair turn around time, and reducing overtime. The filling of a recently reclassified position, Systems Analyst/Programmer 2, is necessary to provide dedicated computer support to the Division especially in light of a new Fleet software implementation in the planning stages. Lastly, the hiring of two Assistant Facility Supervisors and one Facility Supervisor is necessary to provide adequate supervisory coverage at the shops. As a temporary measure, three technical positions are working out of class as supervisors, which further depletes the technical/production workforce, until these positions are filled.

FUMD: The following vacant positions continue to present major obstacles to hiring qualified individuals with the skills, knowledge, and abilities required for this position due to the nominal starting salaries: Security Alarm Technician and Elevator Inspector. The current applicant is so small that ads have to be run on a continuous basis, with interviews held as applications are received. A more competitive salary would encourage more qualified people to apply, thereby creating a larger applicant pool.

E. Part-time, Temporary and Seasonal Personnel
(Including the number of temporaries long-term with the Department)

Administration: Parking has filled the 3 part-time positions that allow us maximum flexibility with reduced overtime. Accounting is using a temporary employee to substitute for Account Clerks who will be on vacation as well as scanning and electronically storing the printed checks for WC.

Materials: One temp graphic designer – considered as long term provides employee training. One temp in office supplies and one temp in the mail room.

One temp in the office supply section while one permanent employee has been assigned to the hurricane relief effort at the warehouse. This temp is scheduled to be released on October 22, 2004.

Risk: We continue to utilize temporary personnel this quarter; Administration, Liability, and the Office of Safety. The temp for administration is covering the duties of the Office Support Specialist who is responsible for the receptionist area. The Liability temp is being used to cover for a vacant position to be filled. The Office of Safety temp was used through the latter part of the quarter due to the absence of a staff member.

CMRS: As a general rule, temps are utilized in order to provide flexibility with fluctuating work loads in the following areas:

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- 8 Electricians - assisting the licensed journeyman with their daily tasks.
- 4 Refrigeration/AC Mechanics - assisting the licensed journeyman with their daily tasks.
- 5 Carpenters - assisting the licensed journeyman with their daily tasks.
- 2 Clerk 3s - located at the Shops and the Construction Management Section to monitor invoices, establish a proper procurement filing system, compile the roofing documents and roof maintenance program and to aid the Secretary in assisting the 80 staff members stationed at that location.
 - 1 Temporary Secretary to fill in while Administrative Secretary was on extended medical leave. Temporary position was cancelled when staff person returned to work.
 - 1 Clerk 3 to replace Design/AE Secretary that transferred with a promotion to another County Department.
- 1 Architectural Drafter - to assist drawing for projects and models.
- 1 Architectural Drafter - to manage plans room, flat files maintenance
- 1 Clerk at Storeroom - to assist stock functions

Fleet:

Fleet currently has five temporary, contracted employees:

- 1 Data Entry Specialist entering vehicle and fuel card information into two computer systems and preparing new and replacement fuel cards for County operators. The intent was to fill this position within the upcoming months but we recently found out that the data entry position that was going to be used was permanently transferred to Team Metro's 311 Call Center. Therefore, the temporary help will continue for an indefinite period.
- 1 Auto Service Helper performing vehicle cleaning and miscellaneous shop-related work.
- 2 Automotive Parts Specialist 2s as a temporary measure until the 2 vacant full-time APS 2 positions are filled. The reqs for these positions are in the process of being approved. If approved, the recruitment and hiring is expected to be completed by the end of September, 2005.
- 1 Special Projects Administrator 1 contracted to serve as a supervisory floater at our various repair facilities. Due to the hiring freeze, we are unable to recruit for this position permanently; therefore, we are using temporary-contracted help as a replacement. The timeframe for using this position is indefinite.
- 1 Special Projects Administrator 2 (Computer Analyst) with extensive knowledge of our EMS system is assisting GSA MIS staff on the conversion of the current EMS system to a new software system.

FUMD:

FUMD has two part-time Building Management System Operator 1, three part time Console Security Specialist 1s, and one part time Elevator Inspector vacancies.

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With the exception of the maintenance supervisor at the Public Defender Building and the plumber at the Graham Building, all temporary agency personnel are interim positions, necessary in order to maintain critical functions performed by currently unfilled approved, budgeted positions. All are either under recruitment, or approved for recruitment. Temporary agency personnel are expected to be released upon the filling of these positions, projected to occur by the end of fiscal year 2005.

Current temporary agency positions include one part-time console security specialist, one building service ticket data entry clerk, one maintenance supervisor, three maintenance mechanics, one maintenance repairman, one plumber, one Power Systems Technician, one building manager, two elevator billing/data entry clerks, and one special projects administrator.

F. Other Issues The need to determine and identify adequate funding and acquire a location for the Trades Shop facility is still a major and critical pending issue. Bridge construction was due to start May 05 (the last date from the State); in the interim the State gained access to the Shop property and demolished the existing Carpentry Shop during the month of February 05. A potential site has been located; an appraisal, title search and a DERM report have been requested and contact with the owner through FUMD Real Estate Section was initiated.

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Third Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
Carryover	12,437	5,878	1,470	0	4,410	16,505	12,095	281%
Proprietary	3,443	3,664	916	1,074	2,748	3,070	322	84%
Vehicle Charges	20,810	24,292	6,073	6,556	18,219	18,483	264	76%
Int. Svc. Charges	133,333	135,528	33,882	33,304	101,646	83,013	-18,633	61%
GF Subsidy	16,918	24,301	6,075	0	18,225	0	-18,225	0%
Total	186,941	193,663	48,416	40,934	145,248	121,071	-24,177	63%
Expense*								
Personnel	48,749	53,521	13,380	12,902	40,140	39,084	1,,056	73%
Other Operating	104,988	107,146	26,787	26,418	80,361	78,184	2,177	73%
Capital	12,686	32,996	8,249	6,585	24,747			40%

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						13,228	11,519	
Total	166,423	193,663	48,416	45,905	145,248	130,496	14,752	67%

Equity in pooled cash (for proprietary funds only)

	Prior FY 03-04 Beginning Year Actual	Prior FY 03-04 Year-end Actual	Current FY 04-05 Second Quarter
GSA - Administration	1,046	2,696	1,375
GSA - Fleet Management	6,873	13,447	20,589
GSA - Materials Management	684	(67)	176
GSA - Risk Management	326	377	(7,635)
GSA - Facilities Management	(4,003)	(2,120)	(22,366)
GSA - Construction Management & Renovation Services	4,198	3,683	866
TOTAL	9,124	18,016	-6,995

Comments:

- Actual carryover is recorded as having been 'received' in the first quarter. Carryover includes about \$10.1M for encumbered vehicle replacements and \$2.5M earmarked for Fleet Management's Facility Replacement. Budgeted carryover is spread among quarters to reflect equal quarterly amounts.
- The percent of annual budget was calculated using the year-to-date actual as a percentage of the annual budget.
- Numbers do NOT include the Office of ADA Coordination
- Internal Service Revenues (at 61%) are lower than the budgeted amounts primarily because the General Fund Subsidy (\$24.3M) and funding for the Risk Management Division (\$16.5M) are not received until the end of the fiscal year.
- Operating Capital (at 40%) is lower than the budgeted amount primarily because encumbrances (\$17.5M) for vehicle purchases have not yet been liquidated.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

- GSA is currently working with the OSBM to develop a new funding model for FUMD, to be implemented in which may not impact Fiscal Year 05-06. As of July 1 2005, the rent model was complete and ready for implementation in FY 05-06.
- Received the second of three payments to cover the \$3M (OSBM mandated) loan from Fleet to MDPD from the Vehicle Replacement Program last fiscal year. One more payment of \$800,000 is due from MDPD this fiscal year to pay off the balance.
- Deferred payment of MDR vehicle replacement/policy charges for two months, August and September 2004, totaling \$770,000. The repayment due in the first quarter of FY 2004/05 has been extended by OSBM to a later time.
- A credit of three (3) months worth of total Fleet charges (vehicle replacement and operations) totaling \$565,000 was taken by the Housing Department to cover the value of

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Housing vehicle turn-ins from the CMO/OBSM 10% vehicle reduction program. OSBM has resolved this issue and Housing is the process of making payment to Fleet for the full amount.

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature

Interim Department Director

Date _____